

NAMS Approver Training Module

Introduction

Welcome to the NASA Account Management System (NAMS) Approver Training Module. This module is intended to instruct Approvers on how to use IdMAX/NAMS to approve or reject User requests for IT resources. If you are a Sponsor or Provisioner (and not an Approver), please use the SATERN modules applicable to those respective roles.

Notification of Request

If you are designated as an Approver, you will receive an e-mail from Identity.Manager@nasa.gov that will include the request number, and a link to <https://idmax.nasa.gov>.

An e-mail will be sent daily, based on application-specific settings, up to a maximum of 30 days, or until you respond to the request. If you do not take action within this time period, the request will be sent to an Escalator, if one has been specified. If neither the Approver nor the Escalator takes action, the Requester and User will receive an e-mail that the request was rejected because the Approver did not take any action.

To: John Doe - (Approver)

Approval Request for account using XYZ Application for Training

This message has been sent to you by the NASA Account Management System.

If you have questions or concerns regarding this request, please contact the NASA Information Support Center (NISC) @ 256-544-HELP option 0, or toll free @ 866-419-6297, and reference the following Request Number: NR-MA-000003546.

To inquire about the status of this request, please use the following Request Number: NR-MA-000003546.

Application Information

Request # NR-MA-000003546		Priority Status: Normal			
	Name	UUPIC	Phone	Center	Email
User	John C Doe	953206945		MSFC	John.C.Doe@nasa.gov
Sponsor	Jane G Doe	653584313			Jane.G.Doe@nasa.gov
Requester	Jane G Doe	093566010	757.854.7627	KSC	Jane.G.Doe@nasa.gov

Application Details

Application Name: XYZ Application for Training

Urgency

Account Expiration Sat Dec 19 00:00:00 CST 2009

Special Instructions testing workflow

Business Justification

Requested Roles: [Data Entry User, Report User]

Account User ID [UserId ; Type ; Environment :]

Request Approval Information

Sponsor	Jane G Doe	
---------	------------	--

To work with this request, please access NAMS by following this link: [NAMS Approval Inbox](#)

NAMS Approver Training Module

Approval Queue Inbox

If you are already logged in to IdMAX when you click the link in the e-mail you will be taken directly to the “NAMS Approval Queue Inbox”.

If you are not already logged in, the link will take you to the IdMAX login screen. After logging in, you will see the “NAMS Approval Queue Inbox” at the bottom of the Main Menu.

The “NAMS Approval Queue Inbox” will contain an entry for the request number referenced in the e-mail. Click “Work Request” to view the “Account Approval” screen where you can approve the User’s request.

IdMAX: Identity and Access Management Tools

Logged in as: Barbara L. Keyser

LOGOUT MAIN MENU HELP

NAMS Approval Queue Inbox for John Doe

1 Pending Approvals:

	URPIC	User's Name	Request Number	Application Name	Submission Date	Date Assigned	Center	Approval	Days Left to Approve
Work Request	123456789	John C. Doe	NR-AR-00006335	XYZ Application for Training	2009-03-20	2009-03-20 08:29:00.827	KSC	Sponsor	16
Work Request	123456789	John C. Doe	NR-AR-00006316	XYZ Application for Training	2009-03-19	2009-03-19 12:05:54.44	KSC	Approver	29

1 Completed Approvals:

URPIC	User's Name	Request Number	Application Name	Submission Date	Date Assigned	Center	Approval	Approved By
123456789	John C. Doe	NR-AR-00006290	XYZ Application for Training	2009-03-10	2009-03-19 13:55:37.193	KSC	Approver	Jane G. Doe
123456789	John C. Doe	NR-AR-00006315	XYZ Application for Training	2009-03-19	2009-03-19 12:05:41.2	KSC	Approver	Jane G. Doe

1 Close Application Suspended Approvals:

URPIC	User's Name	Request Number	Application Name	Submission Date	Date Assigned	Center	Approval
No Approval Items found matching the search criteria. Please choose the "Main Menu" button below.							

Refresh Table Back to Main Menu

Web Site Owner: Sharon H. H. Curator: NASA/JPL Project Team

namscatent00

Account Approval Screen

The “Account Approval” screen contains detailed information about the User’s request. Give particular attention to the business justification provided for requesting the application or IT resource. If you are uncertain about the need for the requested resource, you should contact the User or Requester for additional information before rejecting it.

If you are unable to approve the request because the information provided in the request is invalid, or incomplete, you may reject the request, or you may defer taking action and instead enter notes in the “Your Comments” box and then click “Save Comments and Return to Inbox”. In this case, the request will remain in your Approval Queue with the annotated comments while you follow up with the Requester or User to resolve any discrepancies in the request.

Some applications are set up in NAMS to allow Approvers to update some or all of the application specific fields in the request. Before changing any entered information, though, it is suggested that you consult with the User or Requester to determine what changes are appropriate that would allow for proper provisioning.

NAMS Approver Training Module

If you reject a request, you will be required to provide a reason for the rejection. If the Requester entered incorrect information, but the User still requires access, it is helpful to instruct the Requester to correct the specific information that is in error and resubmit the request.

By approving the request, you are validating that the User requires access to, and has the proper credentials for, access to the application or IT resource.

Once you approve or reject the request, you will be returned to the “NAMS Approval Queue Inbox”.

Account Approval Screen for XYZ Application for Training

Please review the following account request. After making your decision, please click on 'Approve' or 'Reject' below.

USER	REQUESTER	SPONSOR
Account ID: 123456789 Name: John C Doe Phone Number: 321.867.2573 Email Address: John.C.Doe@nasa.gov Center: KSC [X] Org Code: KSAPRN87 [X] User ID(s): jcdoe na0005s	Account ID: 987654321 Name: Jane G Doe Phone Number: 757.854.7627 Email Address: Jane.G.Doe@nasa.gov Center: KSC [X] Org Code: jgdoe KSC262E9 na0005s na2a5g9c [X] User ID(s): jgdoe	Account ID: 987654321 Name: Jane G Doe Phone Number: 757.854.7627 Email Address: Jane.G.Doe@nasa.gov Center: KSC [X] Org Code: 011.1 [X] User ID(s): jgdoe

Security Information

IT Security Training Completion Date: 05/07/2008 US Citizen: Yes Employer: SGS
Foreign Owned Company: No Validation Code: Claimed PIV Status: Unprocessed

Current Request Information:

Request Number: HK-4K-000006316

[X] Requested Roles: Data Entry User

[X] Account Expiration: Friday, March 19, 2010 12:00:00 AM CDT

[X] Urgency: Normal

[X] Special Instructions

Account User ID: Account Type of on with used

[X] Business Justification: for NAMS Training

* - indicates a required field.

Request Comments

Sponsor's Comments * [Doe, Jane 2009-03-19 12:05:52.987]

Your Comments

* - Indicates Actual Approver

Approve Reject Save Comments and Return to Main Menu Main Menu

Web Site Owner: Sharon Ing
Curator: IdMAX Project Team

ndmsidmte03

Additional Information

This completes the NAMS Approver training module. For additional information, refer to the NAMS Framework Standard Operating Procedure (SOP). If you need a current copy, contact your [Account Authorization Official](#) (AAO).

To receive credit for this module, click the “Credit” button.